

Frequently Asked Questions

Set Up Questions

How do I set up my account?

- ❖ By visiting the Arkansas new account form at:
<http://www.3dve.com/soanewuser>
- ❖ By calling 1-866-338-6338

If I order the Automated Audio service do I need to order the web service?

No, all Arkansas Automated Audio accounts will be provisioned with a Web account.

General Questions

Is there a price advantage to using Automated as opposed to using an Attended (operator assisted) conference service?

Yes, the cost of using Automated conferencing is significantly lower. However, operator assisted conferences are generally high profile events and have special needs that only with human assistance can be achieved. The extra cost of human assistance is therefore justified.

Size Limitations

Is there a limit to the number of participants I can have on a conference call?

- ❖ Our Automated Audio service is limited to 125 participants. If you need more, please call 1-866-338-6338.
- ❖ Our Attended Audio service is limited to 1,300 participants. If you need more, please call 1-866-338-6338.
- ❖ Our Web service has a theoretical limit of 10,000 participants. If you need more, please call 1-866-338-6338.

Audio Questions

What if I forget my PIN number?

Call 1-866-338-6338 and be ready with your account information including your AU number. After verifying your identity, you will be provided with your PIN number.

Do I need to make a reservation?

- ❖ If using the Automated service the answer is "no". You can use your Automated Room Number at anytime 24 x 7. There is no need to make a reservation once your account is set up.
- ❖ If you are using the Attended service the answer is "yes". You can call 1-866-338-6338; have the details of your call ready including your AU number.

There is noise, music, or echo in my conference. Who can help me with that?

Noise in the conference can come from cell phones, speakerphones amongst other common culprits. Another common source of the problem could be a bad connection from one of the callers. As the chairperson you may want to ask your participants to pick up the receiver if they are on a speaker phone, dial-in on a land line if they are on a cell phone or have the



participant hang up and dial back in again. Individual participants with noise on their line can activate self-mute, by dialing * 6. You may also reach an operator for assistance by dialing *0, or dial 1-866-338-6338.

Can the participants talk to each other before the Host dials in for the conference?

Anyone who dials-in before the moderator will be in a "waiting room" listening to music until the moderator opens access to the room. The participants will not be able to hear each other.

Web Conferencing

What sort of applications can I use Web Conferencing for?

The main application for Web Conferencing is to conduct spontaneous or scheduled small to mid sized collaborative meetings. Typical applications include sales meetings, marketing seminars, product announcements, training sessions and channel communications.

Is specific training for Web Conferencing necessary?

No, but attending one of the online or recorded training sessions or joining a live "free" training session is certainly worthwhile and highly recommended.

Web Requirements

What do I need to host or attend a Web Conference using Microsoft Windows?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Windows:

Windows 98, Me, NT, 2000, or XP
Intel x86 (Pentium 400MHZ +) or compatible processor
Microsoft Internet Explorer 5, 6, Mozilla 1.6 or later, or Netscape 4.7, 7.x
JavaScript and cookies enabled in the browser
56K or faster Internet connection
A localized version of Windows is required to host or attend fully interactive meetings on Asian versions of Meeting Center (Japanese, Korean, Traditional Chinese, and Simplified Chinese).

What do I need to host or attend a Web Conference using Mac OS?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Mac OS:

Mac OS 10.2.x or later
Internet Explorer 5.2 or Safari 1.1 or later
JavaScript and cookies enabled for the browser

What do I need to host or attend a Web Conference using Solaris?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Solaris:

Solaris 8 or 9
Java Plug-In 1.3.1 or later
UltraSPARC or SPARC processor
512 MB RAM



Netscape 7, or Mozilla 1.6 or later
JavaScript and cookies enabled in the browser
16-bit or better video display
CDE
56K or faster Internet connection

What do I need to host or attend a Web Conference using Linux?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager for Linux:

Red Hat Enterprise Linux , Red Hat Desktop, and SuSE Linux
Other Linux distributions may work if they are using:
Linux Kernel 2.4+
Java Plug-In 1.4.1 or later
Xfree86
Intel x86 (Pentium 400MHZ +) or compatible processor
128 MB RAM
Netscape 7 or Mozilla 1.6 or later
JavaScript and cookies enabled in the browser
GNOME, KDE, or other compatible desktop manager
56K or faster Internet connection

What do I need to host or attend a Web Conference using Citrix?

Minimum requirements to host or attend fully interactive meetings using Meeting Manager via Citrix:

Platforms supported: Windows XP SP1 and Windows 2000 SP4
Browsers supported: Internet Explorer 5 or higher, Mozilla 1.4.1 or higher, Netscape 4.7 or higher

How can I test the performance of my Web Conference?

The Trace Route utility on your computer can help you to determine where problems are occurring between your computer and the WebEx server. On Windows, open a DOS prompt or a Command prompt window, then type "tracert your_siteURL" where your_site_URL is the address for your meeting service Web site. Ensure that you include a space after tracert.

When running Trace Route, your computer sends packets of information across your connection to measure the amount of time it takes to for the packets to reach the meeting server. Ideally, packets should take between 1-60 ms to reach the server. If packets take between 60-100 ms to reach the server, your connection is slow and may be noticeable in a WebEx meeting. Times longer than 100 ms are likely to seem unacceptably slow. If you continue to experience poor performance, consult your network administrator.